

# DENNIS HATCHER

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**Accomplished Information Technology Professional** with over 15 years in the successful design, implementation, and servicing of IT applications. Turning business problems into bottom-line results. Streamlining customer and vendor communications through excellent written and verbal communication skills; capable of explaining complex software issues in easy-to-understand terms. Excellent interpersonal and team management skills. Proven ability to integrate out of the box thinking and perform analysis to improve processes, systems, and methodologies. Adept at cost control through strategic staffing and budget development.

## CORE COMPETENCIES

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Strategic Planning	Cross-Platform Integration
Business Process Improvements	Enterprise Platforms
Project Management and Tracking	Digital Project Coordination development
Product Requirements Documentation	Hybrid Mobile Development
Budgeting and Resource Management	HTML5, CSS3, .NET, and jQuery

## ACCOMPLISHMENTS

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- Received Professional Certification in Agile and SCRUM (PCAS) from Villanova October 2016.
- Currently holding an active Secret clearance; received April 2015.
- Managed projects that saved over \$80,000 in 12 months.
- Promoted from Database Developer to IT Director after 2 years of employment.
- Successfully demonstrated the use and reasoning of responsive layout techniques to a med-legal review board and the cost-effectiveness of responsive layout to the client.
- Spearheaded the innovation of three initiatives resulting in new client products in fewer than thirty-six months; each engineered to be scalable and eventually white-labeled.
- Built several mobile applications including native, hybrid, and web apps dating back to 2002.
- Designed, developed and produced a PDMA compliant Signature Capture application, which was successfully implemented by a pharmaceutical client saving thousands of dollars by eliminating the need for paper and the management of the “paper trail”.
- Developed several reusable internal tools to automate tasks that were quickly adopted by other developers and implemented in various projects.

## AREAS OF EXPERTISE

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**Systems:** Salesforce, Veeva, SharePoint, Team Foundation Services 2015, SugarCRM, WordPress, Drupal, Joomla, Ubuntu, Redmine, Bugzilla, Subversion, Git, Windows, OSX, Ubuntu, Windows Server

**Design and Development:** Visual Studio, ASP.NET MVC, C#, ASP.NET, WebAPI, Bootstrap, Visual Basic.NET, PHP, HTML5, CSS3, jQuery, Javascript, ionic, Framework7, SQL Server 2000-2012, SQL Server Reporting Services (SSRS), SQL Server Analysis Server (SSAS), SQL Server Integration Services (SSIS), Microsoft Entity Framework, XCode, PhoneGap, SignalR, MySQL, Oracle 11g, Blender 3D, Photoshop

**SEM/SEO/SMM:** Google Analytics, Google AdWords, Google Search Console, Facebook Ads, Facebook Pixel, LinkedIn Ads, Matomo (Piwik)

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**PROFESSIONAL EXPERIENCE**

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**Dennis Hatcher Technologies LLC**, Zieglerville, PA**Independent Contractor**

July 2013 – Current

- Founded Dennis Hatcher Technologies, LLC (d/b/a **Digitally Inclined Solutions**) to provide a broad skill set coupled with low-cost design, implementation, and service to various clients in need of short-term support.
- **Nagtex, Inc./ Hewlett-Packard Enterprise** — Converted a paper process to a digital process on a Medical Logistics Research and Development project within the Defense Logistics Agency (DLA) Troop Support as lead UX specialist, visual designer, and .NET developer (C#).
- **The Financial Gardener** — Converted logo into 3D and animated.
- **GOYWP.com** — Delivered armorseed.com content to mobile devices by developing a Phone Gap (hybrid) app using Framework7.
- **MD Align** — Rebranded the mdipass.com Customer Portal written C# and SQL Server by incorporating Bootstrap 3. Assisted in hiring another developer and a visual designer to assist with the project.
- **OOGEOOGEE** — Implemented a hip-hop lifestyle Joomla site with auction and e-commerce capabilities.
- **Pulse CX** — Contracted to help Pulse CX get caught up in client work by implementing a raw design into a Veeva iRep CLM Presentation.
- **Credit Nerds** — Serviced a PHP/MySQL site that is used to generate credit repair letters for clients to send to credit bureaus for corrective actions.
- **Measured Marketing** — Designed CRM proof-of-concept using SuiteCRM with a custom module and various reports based on the data in the custom module.
- **Anvantrougue** — Designed and Developed three PhoneGap apps to pitch to a potential client to demonstrate the tradeoffs of using a hybrid solution instead of native code for Android and iOS.

**Pulse Technologies**, Quakertown, PA**IT Manager**

August 2016 – October 2017

- Maintained a yearly budget of \$120,000 for all IT related expenses throughout the enterprise.
- Communicated and coordinated with other department heads to report and resolve software, hardware, and operational issues.
- Maintained project backlogs to ensure timely delivery of custom applications and reports used throughout the Enterprise using an Agile methodology.
- Managed 4 IT staff members (3 software developers and 1 support specialist) by overseeing the designs, specifications, configurations, and installation of network hardware and software programming.
- Responsible for all organizational security issues including computer, network, and facility fire, burglar, and access systems.
- Participated in weekly and quarterly Management Staff meetings develop solutions consistent with organizational objectives established by the Board of Directors.
- Negotiated contracts with and coordinated activities of hardware, software, telecommunications, support, and training vendors.
- Developed, implemented, and maintained disaster recovery policies and procedures.

**Roska Healthcare**, Montgomeryville, PA**Director of IT/Technical Strategist**

July 2009 – December 2013

- Worked directly with the Executive Team to mitigate any impediments to the growth of the organization and success of the client projects.
- Developed and managed all hardware and software budgets, up to \$100,000 a year, across the entire organization.
- Coordinated with the Client Service and Project Management teams to relay the technical strategy to the client and why the proposed solution would best meet their needs.
- Oversaw a team of 6 employees which included 4 software developers, 1 network/windows administrator, and 1 project coordinator. The team ensured the client work was completed on time and budget and the organization's infrastructure was maintained and remained operational.
- Managed 4 development vendors and 3 contractors.
- Won client business with a 3-D environment for a sales pitch using Unity 3D and Blender.
- Collaborated with the Strategy team to ensure the feasibility of the strategic vision to accomplish objectives in the established timeframe and budget.
- Trained the internal development team on CLM Presentation content for Veeva's iRep.
- Helped to attract new clients with proof-of-concept Augmented Reality demonstrations.
- Eased the importing of contact information with an Agency e-Business card with QR Codes that contained their profile picture, contact information, and biography that could be downloaded. Written in ASP MVC and C#
- Demonstrated the power of QR Codes with a web-based QR code generator. Written in ASP MVC and C#
- Created a holiday website that implemented Augmented Reality that was email blasted to clients. Written in Flex 3
- Engineered a system that included an iPad data capture component, smart TVs, and a laptop server that used a web service to transmit that data off-site — the caveat: the site was on various PGA golf courses as part of a touring pavilion. Written in ASP MVC, C#, and PhoneGap
- Coordinated with the client and a third party to generate an automated system that generated new direct mail data, as well as processes opt-in data and opt-out data for communication with the patient.
- Formulated an email campaign that used a personalized URL to track any visitors to the site. Once a user navigated to the site, they could then generate personalized PDF requesting samples from the client.

**Archi-Tech Systems, Ewing, NJ****Application Developer**

January 2006 – July 2009

- Developed a PDMA Part 141 compliant application allowing pharmaceutical sales representatives to enter samples dropped off and to obtain an electronic signature. Prescriber demographics are synchronized to the Tablet by consuming a WSDL web service. The application encrypts the signature/sample data and then posts the data back to the central servers. The processed data is available to the Corporate Home Office through SQL Server Reporting Services.
- Developed a series of Excel reports that utilized data visualization through a series of charts using Visual Basic.
- Developed four data marts to platform data for Business Objects Web Intelligence that allowed for additional product offerings to clients that leveraged IMS Xponent Plan-Track data.
- Designed a Business Objects Universe for the Web Intelligence front end allowing clients the ability to run reports “on-demand”.
- Trained internal users in Business Objects in order for the QC team to verify the data load routines.
- Created a GIS (Geographical Information System) proof-of-concept by automating Microsoft MapPoint to a color-code region, district, and territory sales data on a US map for use in territory planning.
- Formulated a class library that standardized user management for websites by overriding Microsoft's Membership provider.
- Worked closely with a Marketing firm to redesign and develop a new corporate internet site for Archi-Tech Systems.
- Maintained two Sales Force Automation websites that implemented ASP.NET (VB.NET).
- Designed and maintained an e-Delivery website written in ASP.NET (VB.NET).
- Automated backup processes for all applications that I developed.
- Maintained the documentation of all projects I developed.

**VOLUNTEER WORK**

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- Seniors and Sprouts — *Pro bono* work for a start-up non-profit by providing technological guidance technical support for fundraising efforts through Facebook (gained over 100 links in the first week), email, and various Google forms to collect information from users responding to an email campaign. Created a new 3D animated logo based on the original logo. SaS is a family-focused organization, helping others through gardening.
- Lake Ouachita Baptist Church — *Pro bono* work by creating a new informational website.
- A Good Buy — *Pro bono* work for an affiliate marketing website that gives to needy families.

**EDUCATION**

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**Arkansas State University** — B.S. Management Information Systems